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By: ~~Delegate Hurson~~ Delegates Hurson, Hammen, Benson, Boteler, Boutin, Bromwell, Costa, Donoghue, Elliott, Goldwater, Hubbard, Kach, Mandel, McDonough, Morhaim, Murray, Nathan-Pulliam, Oaks, Pendergrass, Rosenberg, Rudolph, Smigiel, V. Turner, and Weldon

Introduced and read first time: February 12, 2004  
Assigned to: Health and Government Operations

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Committee Report: Favorable with amendments  
House action: Adopted  
Read second time: March 18, 2004

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CHAPTER \_\_\_\_\_

1 AN ACT concerning

2 **Health and Human Services Referral System**

3 FOR the purpose of establishing the Health and Human Services Referral Board in  
4 the Department of Health and Mental Hygiene; providing for the membership,  
5 tenure, chairperson, and staff of the Board; providing oversight for certain pilot  
6 programs; requiring the Board to make certain determinations; requiring  
7 certain reports at certain times; providing that funding for the Board is subject  
8 to the availability of appropriated funds; defining certain terms; and generally  
9 relating to the Health and Human Services Referral System.

10 BY adding to  
11 Article - Health - General  
12 Section 24-1101 through ~~24-1104~~ 24-1105, inclusive, to be under the new  
13 subtitle "Subtitle 11. Health and Human Services Referral System"  
14 Annotated Code of Maryland  
15 (2000 Replacement Volume and 2003 Supplement)

16 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF  
17 MARYLAND, That the Laws of Maryland read as follows:

1 **Article - Health - General**

2 SUBTITLE 11. HEALTH AND HUMAN SERVICES REFERRAL SYSTEM.

3 24-1101.

4 (A) IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS  
5 INDICATED.

6 (B) "BOARD" MEANS THE HEALTH AND HUMAN SERVICES REFERRAL BOARD.

7 (C) "HEALTH AND HUMAN SERVICES REFERRAL SYSTEM" MEANS TELEPHONE  
8 SERVICE THAT AUTOMATICALLY CONNECTS AN INDIVIDUAL DIALING THE DIGITS  
9 2-1-1 TO AN ESTABLISHED INFORMATION AND REFERRAL ANSWERING POINT.10 (D) (1) "PILOT PROGRAM" MEANS ONE OF FOUR SELF-FUNDED PILOT  
11 PROGRAMS ESTABLISHED BEFORE OCTOBER 1, 2004, BY A TASK FORCE DESIGNATED  
12 BY THE STATE OF MARYLAND PUBLIC SERVICE COMMISSION THAT INCLUDES THE  
13 MARYLAND STATE ASSOCIATION OF UNITED WAYS, THE UNITED WAY OF CENTRAL  
14 MARYLAND, THE ALLIANCE OF INFORMATION AND REFERRAL SYSTEMS, AND LOCAL  
15 HEALTH AND HUMAN SERVICE ORGANIZATIONS.

16 (2) "PILOT PROGRAM" INCLUDES:

17 (I) COMMUNITY CRISIS SERVICES, INC.;

18 (II) UNITED WAY OF CENTRAL MARYLAND - FIRST CALL FOR HELP;

19 (III) ~~FREDERICK COUNTY HOTLINE~~ MENTAL HEALTH ASSOCIATION  
20 OF FREDERICK COUNTY; AND

21 (IV) LIFE CRISIS CENTER, INC.

22 24-1102.

23 (A) THE GENERAL ASSEMBLY:

24 (1) RECOGNIZES THE IMPORTANCE OF A STATEWIDE INFORMATION AND  
25 REFERRAL SYSTEM FOR HEALTH AND HUMAN SERVICES;26 (2) RECOGNIZES THAT AN INTEGRATED TELEPHONE SYSTEM WOULD  
27 PROVIDE A SINGLE SOURCE FOR INFORMATION AND REFERRAL TO HEALTH AND  
28 HUMAN SERVICES, COMMUNITY PREPAREDNESS, AND CRISIS INFORMATION AND  
29 COULD BE ACCESSED TOLL FREE FROM ANYWHERE IN MARYLAND, 24 HOURS A DAY,  
30 365 DAYS A YEAR;31 (3) ACKNOWLEDGES THAT THE THREE-DIGIT NUMBER, 2-1-1, IS A  
32 NATIONALLY RECOGNIZED AND APPLIED TELEPHONE NUMBER WHICH MAY BE USED  
33 FOR INFORMATION AND REFERRAL AND ELIMINATES DELAYS CAUSED BY LACK OF

1 FAMILIARITY WITH HEALTH AND HUMAN SERVICE NUMBERS AND BY  
2 UNDERSTANDABLE CONFUSION IN CIRCUMSTANCES OF CRISIS; AND

3 (4) RECOGNIZES A DEMONSTRATED NEED FOR AN EASY TO REMEMBER,  
4 EASY TO USE TELEPHONE NUMBER THAT WILL ENABLE INDIVIDUALS IN NEED TO BE  
5 DIRECTED TO AVAILABLE COMMUNITY RESOURCES.

6 (B) THE PURPOSES OF THIS SUBTITLE ARE TO:

7 (1) ESTABLISH THE THREE-DIGIT NUMBER, 2-1-1, AS THE PRIMARY  
8 INFORMATION AND REFERRAL TELEPHONE NUMBER FOR HEALTH AND HUMAN  
9 SERVICES IN THE STATE; AND

10 (2) ESTABLISH A BOARD TO OVERSEE THE PILOT PROGRAMS AND STUDY  
11 THE ORDERLY INSTALLATION, MAINTENANCE, AND OPERATION OF A STATEWIDE  
12 HEALTH AND HUMAN SERVICES REFERRAL SYSTEM IN THE STATE.

13 24-1103.

14 (A) THERE IS A HEALTH AND HUMAN SERVICES REFERRAL BOARD IN THE  
15 DEPARTMENT OF HEALTH AND MENTAL HYGIENE.

16 (B) (1) THE BOARD CONSISTS OF ~~45~~ 17 MEMBERS.

17 (2) OF THE ~~45~~ 17 MEMBERS:

18 (I) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF  
19 HEALTH AND MENTAL HYGIENE;

20 (II) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF  
21 HUMAN RESOURCES;

22 (III) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF  
23 PUBLIC SAFETY AND CORRECTIONS;

24 (IV) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF AGING;

25 (V) ONE MEMBER SHALL REPRESENT THE DEPARTMENT OF  
26 BUSINESS AND ECONOMIC DEVELOPMENT;

27 (VI) ONE MEMBER SHALL REPRESENT THE MARYLAND EMERGENCY  
28 MANAGEMENT AGENCY;

29 (VII) ONE MEMBER SHALL REPRESENT THE MARYLAND STATE  
30 ASSOCIATION OF UNITED WAYS;

31 (VIII) ONE MEMBER SHALL REPRESENT THE UNITED WAY OF  
32 CENTRAL MARYLAND;

33 (IX) ONE MEMBER SHALL REPRESENT THE MARYLAND PUBLIC  
34 SERVICE COMMISSION;

1 (X) ONE MEMBER SHALL REPRESENT A PUBLIC TELEPHONE  
2 UTILITY COMPANY OPERATING IN THE STATE;

3 (XI) ONE MEMBER SHALL REPRESENT A NONPROFIT  
4 ORGANIZATION IN THE STATE;

5 (XII) ONE MEMBER SHALL REPRESENT MARYLAND'S VOLUNTEER  
6 CENTERS;

7 (XIII) ONE MEMBER SHALL REPRESENT THE MARYLAND EMERGENCY  
8 NUMBER SYSTEMS BOARD;

9 (XIV) ONE MEMBER SHALL REPRESENT THE PHILANTHROPIC  
10 COMMUNITY; ~~AND~~

11 (XV) ONE MEMBER SHALL REPRESENT THE MARYLAND CHILD CARE  
12 RESOURCE NETWORK;

13 (XVI) ONE MEMBER SHALL REPRESENT THE OFFICE FOR  
14 INDIVIDUALS WITH DISABILITIES; AND

15 ~~(XV)~~ (XVII) ONE MEMBER SHALL REPRESENT THE COMMUNITY AT  
16 LARGE.

17 (3) THE GOVERNOR SHALL APPOINT THE MEMBERS WITH THE ADVICE  
18 AND CONSENT OF THE SENATE.

19 (C) (1) THE TERM OF A MEMBER IS 4 YEARS.

20 (2) THE TERMS OF THE MEMBERS ARE STAGGERED AS REQUIRED BY  
21 THE TERMS PROVIDED FOR MEMBERS OF THE BOARD ON OCTOBER 1, 2004.

22 (3) AT THE END OF A TERM, A MEMBER CONTINUES TO SERVE UNTIL A  
23 SUCCESSOR IS APPOINTED AND QUALIFIES.

24 (4) IF A VACANCY OCCURS AFTER A TERM HAS BEGUN, THE GOVERNOR  
25 SHALL APPOINT A SUCCESSOR TO REPRESENT THE ORGANIZATION OR GROUP IN  
26 WHICH THE VACANCY OCCURS.

27 (5) A MEMBER WHO IS APPOINTED AFTER A TERM HAS BEGUN SERVES  
28 ONLY FOR THE REST OF THE TERM AND UNTIL A SUCCESSOR IS APPOINTED AND  
29 QUALIFIES.

30 (D) THE GOVERNOR SHALL APPOINT A CHAIRPERSON FROM AMONG THE  
31 BOARD MEMBERS.

32 (E) A MEMBER OF THE BOARD MAY NOT RECEIVE COMPENSATION AS A  
33 MEMBER OF THE BOARD.

34 (F) THE MARYLAND STATE ASSOCIATION OF UNITED WAYS SHALL PROVIDE  
35 STAFF TO THE BOARD.

1 24-1104.

2 (A) THE BOARD SHALL OVERSEE THE PILOT PROGRAMS AND DETERMINE:

3 (1) HOW TO IMPLEMENT THE HEALTH AND HUMAN SERVICES  
4 REFERRAL SYSTEM STATEWIDE;

5 (2) HOW TO INTEGRATE EMERGENCY AND NONEMERGENCY NUMBERS;  
6 AND

7 (3) OPTIONS ON FUNDING THE HEALTH AND HUMAN SERVICES  
8 REFERRAL SYSTEM.

9 (B) ON OR BEFORE DECEMBER 31, 2005, AND EVERY YEAR THEREAFTER, THE  
10 BOARD SHALL REPORT TO THE GOVERNOR AND, SUBJECT TO § 2-1246 OF THE STATE  
11 GOVERNMENT ARTICLE, TO THE GENERAL ASSEMBLY ON THE ACTIVITIES  
12 PERFORMED UNDER SUBSECTION (A) OF THIS SECTION.

13 24-1105.

14 FUNDING FOR THE BOARD IS SUBJECT TO THE AVAILABILITY OF  
15 APPROPRIATED FUNDS.

16 SECTION 2. AND BE IT FURTHER ENACTED, That the terms of the initial  
17 members of the Health and Human Services Referral Board shall expire as follows:

18 (1) five members in 2006;

19 (2) six members in 2007; and

20 (3) six members in 2008.

21 SECTION ~~2-3.~~ AND BE IT FURTHER ENACTED, That this Act shall take  
22 effect October 1, 2004.